



OFFICE MANAGER

Health Department

Applications must be received via mail, fax, e-mail or in person by
5:00 p.m. on *October 31, 2003*. POSTMARKS ARE NOT ACCEPTED.

THE JOB

Plans, organizes, coordinates, and supervises the work of support staff in Financial Services, which involves work efforts in client registration and financial encounters. Oversees work assignments and assures state and local requirements are met for managing medical and vital records. Coordinates assigned activities with other divisions, departments, agencies, and the general public. Provides highly responsible assistance to units within the department. Primarily responsible for direct customer service related activities associated with the Health Department. Organizational responsibilities include understanding and promoting the public health mission of the Department; providing courteous, respectful, efficient customer service to all Health Department clients; honoring diversity of all department employees and constituents; participating in Health Department training; striving for personal excellence in public health work.

QUALIFICATIONS

Four years of increasingly responsible administrative experience including two years of supervisory experience. All combinations of education, experience, and training that demonstrate the ability to perform the work will be considered. The ideal candidate will have the following strengths:

- Proven excellent customer service skills
- Excellent interpersonal communication skills and ability to develop effective working relationships with co-workers, supervisors, the general public, and employees and officials of other departments and agencies
- Proficiency using computer applications including MS Word, Excel, PowerPoint and Access programs
- Strong organization skills and ability to prioritize work to meet goals and deadlines
- Knowledge of and experience in the use of CPT/ICD-9 coding and claims follow-up
- Knowledge of HIPAA requirements
- Ability to apply initiative, discretion, and judgment to a variety of projects, assignments and situations
- Ability to handle and accomplish multiple tasks in a busy environment
- Strong cash handling skills
- Strong project management skills

Knowledge of...principles and practices of modern office management; principles and practices of supervision, training, and performance evaluation; principles and procedures of budget preparation, control, financial record keeping and reporting; modern office procedures, methods and computer equipment; business letter writing and basic report preparation. **Ability to...**plan, supervise, and coordinate the work of clerical and paraprofessional support staff; perform responsible and difficult administrative work involving the use of independent judgment and personal initiative; supervise, train, and evaluate assigned staff; understand the organization and operation of the County, assigned department, and of outside agencies as necessary to assume assigned responsibilities; analyze situations thoroughly, identify potential problems, and find effective solutions; interpret, apply, and explain administrative and departmental policies and procedures; independently prepare correspondences, memorandums, and reports; type and transcribe dictation at a speed necessary for successful job performance is required at some positions; work independently in the absence of supervision; operate and use modern office equipment including a computer; work cooperatively with other departments, County officials, and outside agencies; communicate clearly and concisely, both orally and in writing; establish and maintain cooperative working relationships with those contacted in the course of work including a variety of County and other government officials, community groups, and the general public.

SALARY

The salary range is \$3,836 - \$5,418 per month. It is the general policy of the County to start employees in the lower or middle sections of the salary range. Clark County provides a generous benefits package, which includes medical and dental insurance, paid holidays, vacation, sick leave and retirement.

SELECTION PROCESS

1. Application Review: (Pass/Fail) – All applicants must complete a Clark County application and submit it to the Human Resources department by 5:00 p.m. on the closing date. Incomplete applications will not pass the application review. Candidates deemed most qualified will be invited to participate in the remainder of the selection process.
2. Supplemental Application: (Pass/Fail) – In addition to the Clark County application, applicants must submit and complete the supplemental application. Please see the attached document entitled Supplemental Application Questions. Applicants who do not have the supplemental materials will not pass the application review. Candidates deemed most qualified will be invited to participate in the remainder of the selection process.
3. Oral Interview: (Weighted 100%) - The interview will be job related and may include, but not be limited to, the qualifications outlined in the job announcement

REQUEST AND/OR SUBMIT APPLICATION MATERIALS TO:

To apply, all application materials must be submitted by 5:00 p.m. on the filing date listed on the front of the recruitment announcement. **POSTMARKS ARE NOT ACCEPTED.** A Clark County application is required unless otherwise noted and supplemental materials (i.e., answers to supplemental questions, cover letter, etc.) may be required and must be submitted with the application. **Please read application materials thoroughly to determine application requirements.**

**Clark County Human Resources Department
1300 Franklin Street - 5th Floor
PO Box 5000
Vancouver, WA 98666-5000**

**FAX (360) 397-2457 / TDD (360) 397-6032
JOB HOTLINE (360) 397-6018
E-MAIL HRADMIN@clark.wa.gov
INTERNET <http://www.clark.wa.gov>**

THE COUNTY

Clark County, Washington is a growing community with a population of approximately 328,000, including the City of Vancouver (population 132,000). Located minutes north of Portland, Oregon and with easy access to the Columbia Gorge, Cascade Mountains, and Washington and Oregon Coasts, the region offers abundant cultural and recreational opportunities. Clark County offers excellent livability and a relatively low cost of living. There is no state income tax.

EQUAL OPPORTUNITY EMPLOYER

Clark County is an equal opportunity employer and is committed to providing equal opportunity and access regardless of race, religion, creed, color, national origin, age, sex, disabled veteran status, veteran status, physical, mental or sensory disability. Women, minorities, veterans, and persons with disabilities are encouraged to apply. Clark County will provide reasonable accommodation for persons with disabilities during the selection process, if requested. Please notify Human Resources of the accommodation needed, preferably at the time of applying, but at least two days prior to the date needed.

IMMIGRATION LAW NOTICE

Only United States citizens and aliens lawfully authorized to work in the United States are eligible for employment. All new employees will be required to complete and sign an Employment Eligibility Verification form and present documentation verifying identity and employment eligibility.

NOTE: This announcement is intended as a general descriptive recruitment guide and is subject to change. It does not constitute either an expressed or implied contract.



Office Manager
Supplemental Application Questions
Posting # 105-10-03

In addition to the application, please submit a narrative supplement describing your experience in the areas listed below. Completion of the narrative supplement is necessary and must be submitted with your application to Human Resources by the final filing date. CANDIDATES WHO DO NOT COMPLETE THIS SUPPLEMENTAL APPLICATION WILL BE ELIMINATED FROM THE SELECTION PROCESS.

Applications and supplemental responses will be evaluated on the basis of overall qualifications for the position: related *experience, knowledge, skills, and abilities*. Those candidates whose qualifications most closely match the position's needs will continue in the selection process. Be sure to answer all sections completely and accurately, describing specific and relevant examples from your background. Use additional sheets of paper if necessary.

1. Describe in detail how you coached your last staff on improving customer service skills.
2. Describe in detail a difficult project you completed. Include an explanation of the difficulty, how you worked through it, and whether you considered the outcome successful.



proud past, promising future

CLARK COUNTY
WASHINGTON

Human Resources Department

1300 Franklin Street – 5th Floor/PO Box 5000

Vancouver, WA 98666-5000

PHONE (360) 397-2456 FAX (360) 397-2457

TDD (360) 397-6032

Email: hradmin@clark.wa.gov

WEB: www.clark.wa.gov

EMPLOYMENT APPLICATION

INSTRUCTIONS: TYPE OR LEGIBLY PRINT THIS APPLICATION USING DARK INK ONLY. APPLICATION SHOULD BE FILLED OUT IN ITS ENTIRETY. AN INCOMPLETE APPLICATION MAY DISQUALIFY YOU FROM FURTHER CONSIDERATION.

GENERAL INFORMATION

POSITION APPLYING FOR		POSTING#	Social Security # (Used for processing -Optional)	
Last Name		First Name	Middle Initial	
Address		City	State	Zip + Four
Home Phone ()	Work Phone ()	Cell Phone ()	Other ()	
Washington State labor laws restrict some employment from persons under 18 years old. Are you at least 18 years old? Yes <input type="checkbox"/> No <input type="checkbox"/>		Are you legally eligible for employment in the United States? Yes <input type="checkbox"/> No <input type="checkbox"/>		
Will you accept: <input type="checkbox"/> Regular <input type="checkbox"/> Temporary Will you accept: <input type="checkbox"/> Full Time <input type="checkbox"/> Part Time		Shifts you will accept: <input type="checkbox"/> Day <input type="checkbox"/> Evening <input type="checkbox"/> Night <input type="checkbox"/> Weekend		
Have you been convicted or released from prison within the last 10 years? Have you ever been convicted, pled guilty or no contest, or forfeited bond or bail for any crime other than traffic violations (do NOT list any conviction for which the date of conviction or prison release, whichever is more recent, is more than 10 years old)? Yes <input type="checkbox"/> No <input type="checkbox"/> If Yes, explain below. (A conviction record will not necessarily bar you from employment.)				
Date	Charge	Sentence	Remarks	

EDUCATION

Name of college, university, vocational school	Major	Full Years Completed	Degree Received Yes / No		Degree/Title	Credit Hours
Indicate any other trades, skills or licenses you possess related to the position. Include licensing state and expiration date.						

CLARK COUNTY IS AN EQUAL OPPORTUNITY EMPLOYER

EMPLOYMENT HISTORY

List your applicable work experience, starting with most recent first, including self-employment, military service and volunteer work.

MOST RECENT POSITION

Employer:

Dates Employed:

Address:

From To

Position:

No. of employees you supervised:

____/____ ____/____

Supervisor:

Phone ()

mm yy mm yy

Specific Duties:

Hours per Week _____

Final Salary _____

May we contact your current employer? Yes [] No []

Reason for leaving or considering change:

OTHER EXPERIENCE

Employer:

Dates Employed:

Address:

From To

Position:

No. of employees you supervised:

____/____ ____/____

Supervisor:

Phone ()

mm yy mm yy

Specific Duties:

Hours per Week _____

Final Salary _____

Reason for leaving:

OTHER EXPERIENCE

Employer:

Dates Employed:

Address:

From To

Position:

No. of employees you supervised:

____/____ ____/____

Supervisor:

Phone ()

mm yy mm yy

Specific Duties:

Hours per Week _____

Final Salary _____

Reason for leaving:

Attach additional sheets if necessary to include all work history.

Be as complete as possible in outlining the duties of each position.

AGREEMENT, CERTIFICATION AND AUTHORIZATION

I hereby certify, under the penalty of perjury in the State of Washington, that this application contains no willful misrepresentation and that the information given is true and complete to the best of my knowledge and belief. I am aware that should an investigation at any time disclose any such misrepresentation or falsification, my application may be rejected, my name may be removed from consideration or I may be discharged from my employment.

I understand that this application is not intended to be a contract of employment. Many County positions are governed by collective bargaining agreements, which specify terms of employment. Employment for all positions not covered under collective bargaining agreements is "at will." This means that either party can terminate the employment relationship at any time, with or without cause or advance notice.

Signature is required at time of hire.

Signature of Applicant

Date

CLARK COUNTY IS AN EQUAL OPPORTUNITY EMPLOYER

EQUAL EMPLOYMENT OPPORTUNITY QUESTIONNAIRE (OPTIONAL)

Clark County is an equal opportunity employer and is committed to providing equal opportunity and access regardless of race, religion, creed, color, national origin, age, sex, physical, mental or sensory disability, sexual orientation, disabled veteran or veteran status. For this purpose, we would appreciate you providing the information below. This is entirely voluntary and will remain CONFIDENTIAL. The information gathered herein will not be provided to supervisors, the appointing authority or other department employees. It will be used for monitoring and for federal reporting purposes only. We appreciate your assistance and cooperation in voluntarily providing this information and in assisting Clark County in ensuring equal employment opportunities for all applicants.

Position Applied For: _____ Posting No: _____

GENDER: Male ☐ Female ☐ **AGE OVER 40:** Yes ☐ No ☐

ETHNIC GROUP: If you are more than one race, please indicate one group only for record-keeping purposes.
[Ethnic group categories and definitions are as defined by and reported to the Federal Equal Employment Opportunity Commission.]

- ☐ *American Indian or Alaskan Native.* Tribal Affiliation: _____
☐ *Asian or Pacific Islander:*
☐ *Black (not of Hispanic origin):*
☐ *Hispanic:*
☐ *White (not of Hispanic origin):*

DISABLED: Yes ☐ No ☐

People with disabilities are persons with a permanent physical, mental, or sensory impairment, which substantially limits one or more major life activities.

VETERAN: Yes ☐ No ☐

DISABLED VETERAN: Yes ☐ No ☐

RECRUITING SOURCE

Please tell us how you heard about this position (select only one source):

Publications:

- ☐ The Columbian ☐ The Oregonian ☐ The Skanner ☐ El Latino de Hoy
☐ Seattle Times ☐ Asian Reporter ☐ Spokane Review ☐ The Olympian

Internet Sites:

- ☐ Columbian website ☐ Oregonian website ☐ Clark County Website ☐ Seattle Times website
☐ El Latino de Hoy website ☐ Other Internet/Website: _____

Other Sources:

- ☐ Job Hotline ☐ Job Interest Card ☐ Clark County Bulletin Board ☐ College/Career Center Referral
☐ Acquaintance/County Employee ☐ Other: _____